



**DRAFT 08/10/2017**

## **VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY**

Date: August 10, 2017

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Emissions Recall 24CV - Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement

2009-2014 MY Volkswagen 2.0L TDI Engine Vehicles (Generation I)

<b>IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION</b>
---

We would like to inform you of an upcoming Emissions Recall. Please refer to the attached Campaign Data Sheet for additional information.

- **Due to test plan restrictions in ODIS Service, only vehicles receiving both the approved emissions modification (AEM) and the 24CV can be serviced at this time.**
- **Vehicles cannot receive only the 24CV action at this time.**
- **You will be notified when ODIS Service is updated.**

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>	Emissions Recall
<b>SAGA CODE</b>	24CV
<b>MARKET(S)</b>	United States
<b>AFFECTED VEHICLES</b>	2009-2014 MY Volkswagen 2.0L TDI Engine Vehicles (Generation I)
<b>TOPIC</b>	Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement
<b>PROBLEM DESCRIPTION</b>	The snow flap in the inlet air box housing may remain partially to fully open. Should this occur, excess warm air could enter the air intake through the snow flap inlet.
<b>CORRECTIVE ACTION</b>	Install an improved inlet air box housing snow flap and, if measured degradation tolerances are met, replace the oxygen sensor.
<b>CUSTOMER NOTIFICATION DATE</b>	September 2017
<b>ELSA/OMD Web VISIBILITY DATE</b>	On or about August 11, 2017
<b>APPROXIMATE REPAIR TIME</b>	Up to 100 TU
<b>SPECIAL TOOLS NEEDED?</b>	SEE WORK PROCEDURE
<b>PARTS REQUIRED</b>	SEE WORK PROCEDURE
<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<p><b><u>Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)</u></b></p> <p>The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. <b>When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU).</b> Certificates can be ordered at no cost online via the Compliance Label Ordering portal.</p>

**IMPORTANT!** To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



Audi

**DRAFT 08/09/2017**

Date: August 10, 2017  
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,  
General Manager & Parts Manager  
From: Audi Customer Protection  
Subject: Upcoming Emissions Recall 23W1 - Inlet Air Box Housing Snow Flap Replacement  
& Oxygen Sensor Inspection/Replacement  
2010-2013 MY Audi A3 2.0L TDI Engine Vehicles (Generation I) – USA ONLY

We would like to inform you of an upcoming Emissions Recall. Please refer to the attached Campaign Data Sheet for additional information.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>	Emissions Recall
<b>SAGA CODE</b>	23W1
<b>MARKET(S)</b>	United States
<b>AFFECTED VEHICLES</b>	2010-2013 MY Audi A3 2.0L TDI Engine Vehicles (Generation I) – USA ONLY
<b>TOPIC</b>	Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement
<b>PROBLEM DESCRIPTION</b>	The snow flap in the inlet air box housing may remain partially to fully open. Should this occur, excess warm air could enter the air intake through the snow flap inlet.
<b>CORRECTIVE ACTION</b>	Install an improved inlet air box housing snow flap and, if measured degradation tolerances are met, replace the oxygen sensor.
<b>CUSTOMER NOTIFICATION DATE</b>	September 2017
<b>ELSA/OMD Web VISIBILITY DATE</b>	On or about August 11, 2017
<b>APPROXIMATE REPAIR TIME</b>	Up to 100 TU
<b>SPECIAL TOOLS NEEDED?</b>	SEE CAMPAIGN WORK PROCEDURE
<b>PARTS REQUIRED</b>	SEE CAMPAIGN WORK PROCEDURE
<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<p><b><u>Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)</u></b></p> <p>The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. <b>When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).</b> Certificates can be ordered at no cost online via the Compliance Label Ordering portal.</p>